

## **STRATARAMA PROFESSIONALSERVICES**

### **OUR VALUES:**

Our Company values are outlined below, in that:

- We are honest and ethical in all our dealings
- We strive for best practice in our systems, procedures and dealings
- We provide regular and detailed communication with our Clients
- We are solely focused on Strata and Community titled living
- We strive to be reliable in all dealings, "what we say, is what we do"
- We provide a value for money service, rather than undercutting the Competition

**Our Service to you:** Our role at Stratarama is to ensure our Clients have the necessary resources available to enable them to make decisions regarding (and for governing) their Body Corporate property in accordance with the relative legislation. These resources will assist the group Members and Committees to make informed decisions with guidance from their Strata or Community Title Manager. Our Body Corporate Manager has spent 17 years servicing body corporate properties in SA including, Residential, Commercial, Industrial and mixed groups of units and apartments. He also boasts several years working within Property management. This experience and dedication allows us to provide a high quality service with honesty and transparency.

**STRATA RAMA**

office@stratarama.com.au  
www.stratarama.com.au



**Strata / Community Management  
Pamphlet**

## YOUR RIGHTS - EXPLANATORY PAMPHLET

**Record Inspection:** You have the right to inspect your Corporation records. These records belong to the Corporation and are available to be viewed by any Member of the Corporation. The Act requires that these are accessible to you with-in 10 days of being sought.

**Delegated Authority:** Your Corporation has delegated certain functions to the Manager. The Corporation is able to revoke this delegation in accordance with the legislation and your contract.

**Proxies:** In the event that you are unable to attend a meeting, you have the right to appoint a proxy. This proxy has all the rights of the unit Owner at the meeting, and casts your vote in your absence on matters on the agenda. You can appoint Stratarama to act as your proxy if desired for a specific meeting. This proxy appointment can be revoked at anytime, or by attending the meeting in person.

**Commissions:** You have a right to be advised of any commissions received by Stratarama and/or any payments that the Manager receives for placing your business. Stratarama will receive a commission for placing the Corporations insurance of upto 20% with any insurer for which Stratarama has a financial relationship. Stratarama receive no brokerage fees (we are not insurance brokers). We receive no further commissions or payments from any other party, including Contractors.



**Tony was recognised as the Strata Community Manager of the year for South Australia in 2016, following up with successive awards in 2017 & 2018. Making him the only threeppeat winner of this highly regarded award.**

## YOUR RIGHTS - EXPLANATORY PAMPHLET

**Termination:** The contract between Stratarama, you and your Corporation will run for the designated contract period. Either party may terminate this agreement during that term, with 28 days written notice should they believe that the other party has breached their duties under the contract or legislation. If the Corporation is unhappy with the services received as noted above, then the Members may elect to cancel or not renew the services of the Manager via a properly convened meeting of the Corporation where a resolution has been tabled and voted on.

**Dispute Resolution:** In the event that Stratarama are unable to resolve your concerns or disputes, Owners have the right to apply to the Magistrates Court for a resolution of their dispute. The Court may make orders to resolve a dispute where the Corporation Member believes that they have been prejudiced by a wrongful act of the delegate of the Corporation, or where they believe that the decision of the Manager is unreasonable.